McCarthy & Stone
Welcome Home.

Job Description

House Manager

Department/Function	Reports To	Work Location
Care	Operations Manager	Development

Role Purpose:

To manage a McCarthy Stone Retirement Living Development, delivering exceptional customer service and promoting advocacy through the creation and maintenance of a vibrant community. This role provides quality property management and signposting of appropriate lifestyle services for customers living at the development, by driving occupancy of the development through property sales and rentals.

Key Responsibilities

- The day-to-day operational running of the development.
- Representing and championing the McCarthy Stone brand at the development, in accordance with the organisational values.
- The ongoing compliance with relevant regulations and completion of associated documentation.
- Proactive and effective relationships with internal and external customers, key suppliers and relevant authorities, whilst maintaining professional boundaries.
- Promoting and driving activities to maximise occupancy and to facilitate the creation and maintenance of vibrant communities.
- Supporting property sales through developing positive and collaborative internal relationships and with new and potential homeowners.
- Where appropriate, manage the promotion and provision of Your McCarthy Stone property, care and lifestyle services.

Leadership:

- Deliver the Retirement Living model, enabling the delivery of baseline service and support the growth of the business through the provision of property and lifestyle services.
- Co-ordination and relationship management of appointed parties attending site.
- Engage and support your colleagues through sharing best practice across the network and attendance at regular operations meetings.
- Growing and developing yourself, ensuring you attend appropriate meetings and continuous professional development training.

Customer:

- Create a vibrant community through encouraging and facilitating events, maximising occupancy and providing relevant information and support to promote independent living.
- Champion development specific customer satisfaction and advocacy.
- Communicate regularly with customers via informal and formal meetings, providing regular and appropriate business updates.

- Respond to the changing requirements of our customers, engaging with customers to provide services that align with their needs and promote independence.
- Facilitate and encourage formal and informal communications, appropriate to customer needs and requirements. (e.g. with family members and other professionals as necessary).
- Maintain compliance with national, local and corporate safeguarding policies and procedures.

Management of Development

- Deliver fit for purpose service provision and facilities, identifying and reporting any build related matters as they arise and monitoring issues through to completion.
- Maintaining presentation of the communal areas and preparing the guest suite when appropriate
- Liaise with relevant internal teams to ensure asset maintenance and redecoration programmes are completed on schedule, with the minimum disruption to our customers.
- Undertake appropriate building system test programmes to ensure the safe operation of the building.
- Ensure adherence to appropriate Health and Safety legislation and internal processes and procedures.
- Support the effective use of development specific service charge spend, ensuring best value for customers.
- Provide reasonable cover for colleagues at other Retirement Living developments, as and when appropriate.

Commercial:

- Promote McCarthy Stone property, care and lifestyle services, with support tailored to meet the identified needs of customers.
- Proactively collaborate with other McCarthy Stone teams to build rapport and confidence with potential customers, ensuring they have a full understanding of our proposition and lifestyle opportunities.
- Promote McCarthy Stone sales and rental opportunities and showcase the available apartments, the wider development, and the vibrant community.
- Actively promote the development and the McCarthy Stone brand within the local community (e.g. marketing events).
- Record all additional services delivered, to ensure accurate billing to customers.

Knowledge and Experience:

Essential:

- Experience working in a customer centric environment.
- Demonstrable experience in an operational ‘front line’ role.
- Experience in multi-tasking and prioritising workload.
- Good understanding and working applications of IT systems such as Microsoft Office programmes.
- Experience of working on your own on a day-to day basis, as part of a wider team delivering benefits across the broader business.

Desirable:

- Experience in the application of statutory and regulatory requirements relating to property management.

- Understanding of managing costs and driving value for money for development specific services.
- Ability to use appropriate systems to help with the running of the development, including property management fault / issue reporting and raising and receipting purchase orders.

Skills:

Essential:

- Deliver customer service excellence, through strong customer, team and supplier relationships.
- Emotional intelligence, self-awareness, empathy, and compassion.
- Ability to problem solve, with a can-do attitude and hands on approach.
- Resilience and ability to manage and remain calm in challenging and / or emergency situations.
- Identification, referral and advocacy of potential additional Your McCarthy Stone services.
- Time management, organisation and prioritisation.
- Ability to escalate development-based issues and/or emergencies, as appropriate.
- Sound judgement and common sense in day-to-day decision making.
- Strong communication and engagement skills - oral and written.

Training and certifications

- Must be able to obtain a basic DBS/or equivalent.
- A first aid qualification, although training will be provided if not held or lapsed.

Additional information:

- The role can be physically demanding, including regularly moving around the development (inside and outside) and to all levels of the building, including times at which the lift could be out of service.
- Must be willing to travel reasonable distances for essential meetings, or to cover other developments when required.